



Statement of Work (SOW) for Kardex Power Pick System

Draft / Template for Typical Project Implementations

Project Title: Software Installation and Training

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1. Purpose

The purpose of this Statement of Work (SOW) is to outline the scope, objectives, deliverables, and schedule for the installation and training of Power Pick (Kardex software) at the Client Company. This project aims to ensure the successful deployment of the software and to provide adequate training to key personnel for effective usage. This work is done in conjunction with and under the project responsibility of the Kardex dealer.

2. Scope of Work

Implementation Scope: Software Installation, Data Integration, Setup, and Training

2.1 Software Installation (remote)

- Install Power Pick on the customer's designated servers/workstations (Windows and SQL database engine set up by the customer) in a remote screen-share session with the customer's IT admin and DBA resources.
- Configure the software according to the client's specific requirements known at the time of installation.

2.2 Data Integration between ERP/WMS and Power Pick – Power Pick side (remote)

- Work with the customer to map the data fields between ERP/WMS and Power Pick.
- Set up the data integration on the Power Pick side, using the customer's chosen method of data communication (e.g. files, tables, API).
- Conduct initial testing with the customer to confirm that data is flowing as expected.

2.3 System Setup (on-site)

- Program and configure the Kardex equipment and peripherals to communicate with Power Pick over the network as specified by the customer's IT group. (Networking, opening of ports, etc. to be managed by the customer's IT group.)
- Test the communication from the software to the Kardex equipment.

2.4 Power Pick Software Training (on-site, with potentially some initial training ahead of time remotely as allotted time permits)

- Deliver one session of hands-on training at the Kardex system to a small group of “super-users”, covering key features, functions, and best practices of the software.
 - Training will cover:
 - Basics 1: Materials, Bins and Locations, Initial load and manual put/pick, reporting, users.
 - Basics 2 (as applicable): Orders, Allocations, Motives, Processes, additional functions as the license enables (e.g. Zones, Counting)
 - User interface navigation and core functionalities (for end-users).
 - Troubleshooting common issues and using support resources.
 - Provide on-line training materials, including Manuals, Quick Reference Guides, and on-line Knowledge Base.
 - Conduct hands-on startup and Q&A sessions after training, within the time allotted, to ensure users are comfortable with the system.
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3. Timeline and Schedule

Milestone	Date	Deliverable
IT Kick-off Meeting (remote session)	Shortly after Order	System Architecture, Requirements, Next Steps
Software Installation (remote session)	After Form #5 is completed.	Software installed on server in a test environment that may become production if desired.
Data Integration (remote sessions)	After Form #4 is completed and all required components are ordered.	Assistance with requirements, field mapping, setup in Power Pick (as required).
System Setup	After Form #6 is completed, and the physical Kardex system is installed and ready.	Program the devices to work together on the customers' network. Configure the application to work as expected based on the known requirements.
Super-User Training	After Form #7 and the System Setup are completed.	Super-user training completed
Installation Summary	Following the setup and training.	Installation Report with IT details Software support contact information

4. Assumptions

- Client will provide all necessary system access and permissions for software installation.

- All required hardware (including computer power and mounting) and network configurations (including opening of network ports and security as required) will be in place before on-site System Setup begins.
 - Client will have IT participate in the IT Kick-off session and review the IT Kick-off Next Steps and preparation details as well as complete the related forms.
 - Training will be conducted in English unless otherwise specified.
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5. Responsibilities

5.1 Client Responsibilities

- Provide access to necessary hardware, software, and personnel.
- Ensure that all prerequisites for installation (hardware, network, and software) are met.
- Designate key stakeholders for system adoption and training, and provide their availability.
- Ensure the required information is provided, including the required forms for completion.

5.2 Chain Reference Responsibilities

- Perform all tasks related to the software installation and data integration on the Power Pick side.
 - Provide qualified trainers and training materials.
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6. Acceptance Criteria

The software installation and training will be deemed successful upon meeting the following conditions:

- Software is installed, tested, and operational with the Kardex equipment.
 - Training has been completed, and feedback has been positive.
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7. Change Management

Any changes to the scope, schedule, or deliverables must be documented in a formal change request with the Kardex dealer, which will be subject to approval by both parties. Additional costs and timeline extensions, if any, will be agreed upon before implementation of the changes.

This SOW ensures clarity and mutual understanding between the Kardex dealer with Chain Reference and the Client regarding the installation and training of Power Pick.